



## **Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: November 4, 2022**

**Title: Electronic Parking Brake (EPB) Connector Tab Warranty Extension (WI22-015)**

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is announcing an extension to the Basic New Car Limited Warranty for the Electronic Parking Brake (EPB) connector lock tab for certain 2015-2018MY Legacy, Outback & WRX models equipped with automatic transmissions. This will extend coverage under the Basic New Car Limited Warranty on vehicles sold or leased in the United States.

Please note the following important details regarding this program and review them with all appropriate personnel:

### **Electronic Parking Brake (EPB) Connector lock Tab Warranty Extension**

Under certain conditions, some vehicles may experience a crack in the tab of the EPB adapter cord connector located at the rear brake disc. The technical service bulletin (06-87-22) should be followed to remedy this issue. The warranty extension will cover this concern should a customer encounter it during the warranty extension period.

This warranty information is officially to announce that the warranty period of the EPB adapter cord connector will be extended to 15 years (180 months) with unlimited mileage, instead of the original warranty term of 3 years (36 months) or 36,000 miles (60,000km), whichever comes first. This extended warranty coverage will apply limited to the applicable models experiencing a crack in the tab of the EPB adapter cord connector. Labor and part cost to attach a retaining clip to prevent disconnect of the EPB adapter cord connector will be covered under this extended warranty.

**NOTE:** The Electronic Parking Brake (EPB) connector lock tab warranty extension is subject to the same terms and conditions set forth in the Basic New Car Limited Warranty unless expressly modified by terms outlined in the Customer Notification Letter.

### **Owner Notification**

Subaru is sending a letter to all owners of affected vehicles. A copy of the Customer Notification Letter is linked here for reference. [\(Insert Hyperlink\)](#) Customer letters will begin mailing the week of October 24, 2022.

## **Technical Instructions / Claim Procedures**

Detailed instructions regarding the repair and warranty claim procedures will be provided in an update to Technical Service Bulletin 06-87-22). The extension was applied to all affected vehicles and can currently be seen on Vehicle Inquiry for any associated VIN. When encountering a vehicle experiencing the concern outlined above, please use the coding below when submitting a warranty claim.

<b>Warranty Extension for EPB adapter cord connector lock tab crack on 2015-2018MY Legacy, Outback &amp; WRX equipped with CVT</b>			
<b>Labor Description</b>	<b>Labor Operation #</b>	<b>Labor Time</b>	<b>Fail Code</b>
EPB CONNECTER REPAIR, ONE OR BOTH SIDES	A544-299	0.5H	SPA-02

## **New and Pre-owned Vehicles in Retailer Inventory:**

Subaru requests, for all pre-owned vehicles covered by this program, all retailers inform customers at the time of sale the vehicle is covered by a Warranty Extension program Sharing a copy of the Customer Notification Letter (as linked previously in this announcement) is strongly recommended to ensure this information is fully communicated.

## **Customer Reimbursement**

Subaru is reimbursing customers who previously paid for repair or replacement related to the Electronic Parking Brake (EPB) connector lock tab due to conditions that would normally have been covered if the vehicle was still under the terms of the New Vehicle Limited Warranty. If a customer has paid to have a repair or replacement performed sometime in the past, they may be eligible for reimbursement under the terms of this Warranty Extension.

Customers can apply for reimbursement online by going to [www.recallapps.com/app/Subaru](http://www.recallapps.com/app/Subaru).

If they did not receive the letter, they may contact the Electronic Parking Brake (EPB) connector lock tab Warranty Extension Hotline at 877-551-7149 for specific information.

## **Coverage Questions**

Any questions regarding warranty coverage should be directed to the Subaru Claims Helpline by calling 1-866-SUBARU2 (1-866-782-2782).